

1999-01 Performance Progress Report

For Quarter Ending June 2001

Agency 190

Board of Industrial Insurance Appeals

Mission

The mission of the Board of Industrial Insurance Appeals is to serve the public by resolving appeals in a consistent, impartial, timely, and efficient manner.

Goal Provide a quality dispute resolution system.

Performance Measure Average number of weeks to resolve industrial insurance appeals.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				38.2				37.5
Actual				39.2				35.7
Date Measured								

Performance Measure Average number of weeks to resolve Washington Industrial Safety and Health Act appeals.

Outcome	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				45.8				47.2
Actual				49.2				45.8
Date Measured								

Performance Measure Total number of final orders issued.

Output	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				9,435				9,694
Actual				10,247				12,726
Date Measured								

Performance Measure Average cost per final order.

Efficiency	Fiscal Year 2000				Fiscal Year 2001			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				\$1,196.00				\$1,244.00
Actual				\$1,140.00				\$954.00
Date Measured								